




Navigating Your
Journey Through
**MANAGED
SERVICES**



TABLE OF CONTENTS

3	Section 1: <i>Challenges facing IT leaders</i>
5	Section 2: <i>Not all Managed Services providers are the same</i>
8	Section 3: <i>Checklist</i>
9	Section 4: <i>Your Managed Services journey</i>
10	Section 5: <i>The Mindtree Managed Services approach</i>
13	Section 6: <i>Key components of an integrated Managed Services solution</i>
15	Section 7: <i>Transition management: The Mindtree way</i>
17	Section 8: <i>Understanding Managed Services contracts</i>
20	Conclusion

A close-up photograph of a person's hands interacting with a tablet computer. The tablet screen displays a map with various locations and routes. The person's fingers are pointing at the screen, suggesting they are navigating or discussing the map. The background is blurred, showing what appears to be a meeting or collaborative work environment.

The buzzword of the day is “**digital.**”

Every company seems to be sprinting toward digital transformation to grow its business. Yet digital strategies alone can only get you so far if your processes and systems are not yet streamlined, cost-effective and primed to support grow-the-business initiatives.

Where can you find funding to invest in this journey? And how can you become digital when the majority of IT dollars are poured into legacy run-the-business systems that are inefficient and expensive to maintain?

There is only one way forward. You need to optimize the run-the-business side of IT to gain cost savings and efficiencies that will allow you to self-fund growth initiatives and innovation. And you must become more agile to keep pace with rapid changes in the digital world. To achieve these goals, you need an experienced IT services provider with credentials in all aspects of Managed Services that will guide your transformational journey.

This journey requires a flexible and nimble hand at the wheel—a guide who knows what a Managed Services engagement is all about and understands that each business needs its own unique blend of services. Where you start and where you want to go will determine the course of action. By understanding the areas that will accelerate your journey, and with it your profitability, you can create a Managed Services initiative to save money on running your business, which frees you up to grow your business.

Benefits of an expert guide

Expert Managed Services providers can help you streamline processes, rightsource services, move to the cloud and rearchitect systems to deliver annual decreases in cost while simultaneously improving productivity, quality and time to market. As a result, companies save millions of dollars in IT costs, which they can then pump into grow-the-business initiatives, such as digital and cloud.

Working with a nimble Managed Services provider, you can transform IT and reduce your total cost of ownership (TCO) by 45% or more. You'll leave behind a traditional IT enterprise where costly, inefficient groups work in silos and struggle to keep up. Instead, you'll become a fully integrated organization with cross-functional IT teams that can respond quickly to changes and collaborate in areas such as DevOps, Agile, Lean IT and shared services models.

Preparing for your journey

Building a highly efficient and modern Managed Services model is a journey. Your starting point is unique, based on your organization's business priorities, IT processes, maturity, culture, technology landscape and budgets. There is no fixed itinerary. The path you follow and the duration of your trip are up to you. The most important step is the first one: getting started.

While the journey may look daunting, we know the rewards are great. Read on to learn how the right Managed Services provider can help you plan your travels and deliver results.



IMAGINE THIS:

You have a chance to travel the world, to see places you've only heard about but have never visited. Will you venture out alone? Or will you find an expert guide to help plan your journey and be your travel partner? Your answer holds the key to realizing what's possible.

Wise travelers will choose a knowledgeable guide who has spent time in all the foreign lands they wish to see—an experienced partner with the flexibility and agility to deliver the rewards they want while keeping risks at bay.

Assessing costs, schedules and the safety of your business at every stop along the way is critical to the success of your IT transformation journey. That's why you want a trusted partner by your side, one who will map a smart path and help you reach your goals, no matter the conditions.



Much like travel guides, Managed Services providers offer a range of approaches to prospective clients. Here are some factors to consider when choosing one.

What to look for in a Managed Services provider



Guarantees TCO savings every year

Expert Managed Services providers can offer a comprehensive model that delivers cost reductions year-over-year. By assuming this financial risk, providers are motivated to optimize your IT portfolio rapidly (encompassing applications, infrastructure and processes) while mitigating other risks. This services model also allows businesses to reimagine their IT organizations and reinvest TCO savings in new grow-the-business activities that were previously beyond their reach.



Creates tailored solutions

No two businesses or solutions are the same. Each situation is unique, requiring an evaluation and, where appropriate, optimization of existing tools. In addition, while some Managed Services providers offer a fixed menu of tools and processes that they implement in every IT environment during a typical engagement, others will tailor their solutions for each client. This second type of provider offers a broad range of tools and approaches that can be mixed and bundled to meet the specific needs of the client's IT landscape and strategic goals.



Delivers continuous innovation

New approaches and IT processes such as Agile, DevOps, Lean IT and automation are key to positioning an organization to deliver continuous innovation. As a result, IT can reduce costs dramatically, increase efficiency and deliver higher-quality services. Managed Services providers should have the experience to introduce and implement these processes while helping to allocate team resources properly.



Optimizes applications and infrastructure

On close analysis, modern businesses find many redundancies across their technologies, whereas others are inactive or underused. Rationalizing and harmonizing applications and cloud-based solutions across your entire enterprise is an essential step in optimization.

What to look for in a Managed Services provider



Brings state-of-the-art frameworks and accelerators

Easy-to-use frameworks and accelerators can enable IT to ramp up quickly and transform your enterprise. Look for a Managed Services provider that can leverage knowledge from past engagements, collaborate closely with in-house staff and third-party vendors, and bring expertise in rightsourcing IT talent to meet your business goals.



Establishes customized governance models

Managed Services providers must establish governance models that are tailored to each organization, then implement the necessary oversight for each engagement. Effective models require flexibility and the right cadence of operational and service reviews—including the appropriate service-level agreements, operational-level agreements and KPIs for optimizing methods and processes, enhancing collaboration with third-party stakeholders and accelerating progress.



Develops tailored transition plans

Transition services require a deft hand to balance competing constituencies, maintain run-the-business operations and allay the fears of current employees. An organization that brings deep experience in change management can help businesses respond to these needs seamlessly with a customized transition plan.



Provides team of full-stack engineers

Transforming an IT organization for the digital world requires a culture of full-stack engineers with application-development, operations and testing expertise—as well as people with specialized skills. Dedicated IT teams that encompass the full range are best able to respond to fast-moving business requirements.

**IS NOW
THE TIME** 
to transition to a new
Managed Services provider

Complete this travel checklist before
you pack your bags and head out.

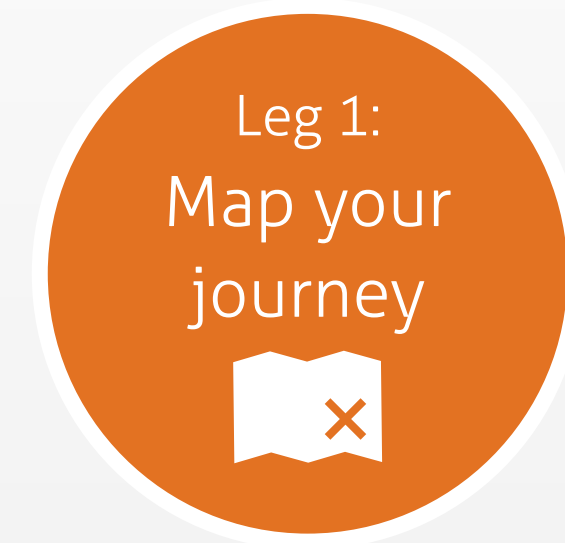
Answer these six questions to find out if a Managed Services provider can help your IT organization.

1. Are your IT operating costs higher now than they were last year?
2. Do you currently have a quantified baseline and a structured road map to help your business innovate and achieve long-term strategic goals aligned with your business objectives?
3. Are the majority of your IT resources (people, budget, tools) dedicated to maintaining and supporting systems?
4. Does your IT organization include experts with cutting-edge skills and technology experience who can lead transformative initiatives?
5. Can IT keep pace with the rapidly developing needs of the businesses it supports?
6. Do you need to find ways to reduce your IT budget?

The answers to these questions will give you a sense of your Managed Services readiness quotient. Whether you're an experienced traveler or about to take your maiden voyage, an accurate understanding of your starting point is the first step.

Section 4 Your Managed Services journey

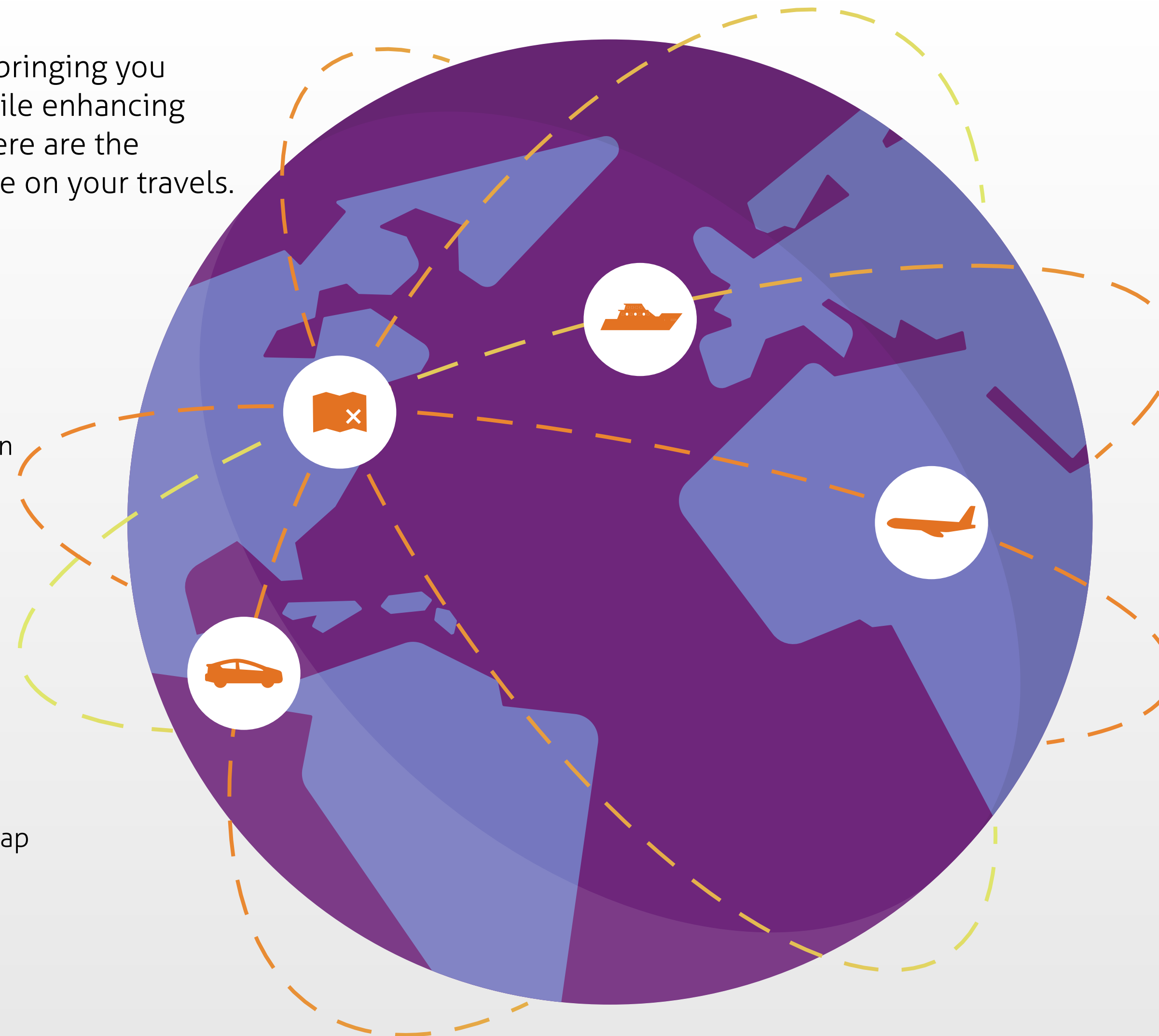
Your journey is measured in legs, each one bringing you closer to your goal of reducing your TCO while enhancing your services and growing your business. Here are the milestones and typical savings you'll achieve on your travels.



- Timeline: 1–4 weeks**
- Define strategic goals
 - Analyze IT portfolio
 - Customize detailed plan



- 10–15% typical savings**
Timeline: 2–6 months
- Transfer knowledge
 - Standardize processes
 - Establish baselines
 - Define detailed road map



- 15–20% typical savings**
Timeline: 6–18 months
- Implement Agile
 - Introduce Lean IT processes
 - Establish DevOps and test automation
 - Accelerate TCO reduction



- 8–10% typical savings**
Timeline: >18 months
- Optimize service catalog
 - Enhance automation and autonomies
 - Rationalize portfolio and services
 - Self-fund IT initiatives

The Mindtree Managed Services approach

Mindtree approaches Managed Services engagements with one purpose: to understand the objectives and priorities of your organization, so we can create a Managed Services model that promotes a level of efficiency and agility you never thought possible. We leverage our world-class delivery with scalable tools for transforming and managing your environment.

To this end, Mindtree offers clients ATLAS, our comprehensive Application Managed Services Framework. Our methodology maximizes our industry-leading expertise in Agile, DevOps and Lean IT, as well as our strategic approach to rightsourcing and knowledge retention. Guided by your goals, our team then bundles and delivers the right process and tools to optimize your technology landscape, lower your TCO and help you reinvest in technology innovation that will drive business growth.

Leg 1: Map your journey

Goal: Define scope of work to create a customized plan | Timeline: 1–4 weeks

- Define strategic goals
- Analyze IT portfolio
- Customize detailed plan

Like a well-planned itinerary, this first phase lays the foundation for a successful Managed Services engagement. Here, Mindtree works with you to develop detailed, empirical plans around road mapping, transition planning and rebadging. We help develop a program that is scalable and efficient, but also brings a thoughtful approach to staff management, cross-training and employee retention.

To create a successful plan, we first get to know your organization, perform a complete portfolio analysis to identify your applications, infrastructure and processes, and learn about your company's short- and long-term strategic goals. With that information in hand, we're equipped to create a customized transition plan and Managed Services model to guide your journey.

Grab your passport and suitcase—you're ready to hit the road.

Leg 2: Transition

Goal: Maintain business as usual while preparing for the future | Timeline: 2–6 months

- Transfer knowledge
- Standardize processes
- Establish baselines
- Define detailed road map

Please buckle your seatbelt. We're about to take off.

During this transition stage, you will progress through four important phases: planning, knowledge acquisition, shadow support and primary support. Together we will develop plans, document processes and implement a formal transfer of knowledge before taking on the full scope of Managed Services support.

By the time you complete this leg of your trip, you'll be primed to travel even greater distances.

Planning

To guide each client on your journey, we bring **ATLAS Transit**, our world-class Global Transition Workbench, to every Managed Services engagement. Working closely with your in-house IT staff, Mindtree experts map your complete enterprise landscape. Together we identify existing and potential obstacles and develop contingency plans to overcome them. We then put in place a detailed plan for knowledge transfer, along with a robust governance model.

Knowledge acquisition

During this phase, our transition team builds a deeper understanding of your applications and support processes. Ongoing process checks and status meetings let our experts get an in-depth view of your functional, technical and process landscape. Using Mindtree's comprehensive learning management system, the transition team develops a knowledge bank of information collected over the course of the project and produces application and process handbooks to document these learnings.

Shadow support

In the third phase, our transition team observes the incumbent support team in action and gains firsthand experience. As we acquire greater familiarity with your IT environment through hands-on learning, we continue to update our knowledge database and handbooks while identifying areas for optimization. During this time, we'll use **MWatch**, Mindtree's integrated management and service platform, to monitor and record the health of your entire application and infrastructure portfolio through a comprehensive dashboard. With performance metrics in place, our team is ready to manage the services and deliver the committed benefits.

Primary support

During the final phase, our team assumes support and maintenance responsibility for the full application process with oversight from your support team. As we take the lead, post-ticket closure analysis, ad hoc requests, process and performance reports, and the results of pilot enhancements are all fed into our knowledge database.

With your IT safely transitioned and your seat in the upright position, you're ready for the next leg: optimization.

Leg 3: Optimize

Goal: Fine-tune processes to lower costs and enhance capabilities

Timeline: 6–18 months

- Implement Agile
- Introduce Lean IT processes
- Establish DevOps and test automation
- Accelerate TCO reduction

We've reached cruising altitude, and the seatbelt signs have been turned off.

Here, our work will focus on stabilizing and optimizing your IT processes. To accomplish this, we'll implement Agile, Lean IT and higher levels of automation. We'll use performance dashboards to provide a transparent, real-time view for tracking, measuring and managing IT metrics, and we'll introduce **ATLAS Score**, our engagement scorecard, to help benchmark performance. Using the full range of our Managed Services offerings, we will analyze the status of your IT portfolio, eliminate waste and drive measurable advancements. Our approach will improve quality and accelerate cost reductions through an engagement road map that covers 250 parameters of service excellence and transformation.

After we land, you'll begin your next and most exciting adventure: IT transformation.

Leg 4: Transform through continuous improvements

Goal: Measure and enhance IT business value

Timeline: >18 months

- Optimize service catalog
- Enhance automation and autonomies
- Rationalize portfolio and services
- Self-fund IT initiatives

During this stage, we move rapidly to help you realize a fully transformed IT organization driven by SLAs aligned tightly with your business goals. Using our customized **ATLAS CXO Dashboard**, we can track and measure KPIs through a single view. This dashboard provides visibility into process and application improvements to support and enhance business growth and reduce costs even further, while its business-mapping and dashboard functions can help pinpoint areas for further optimization.

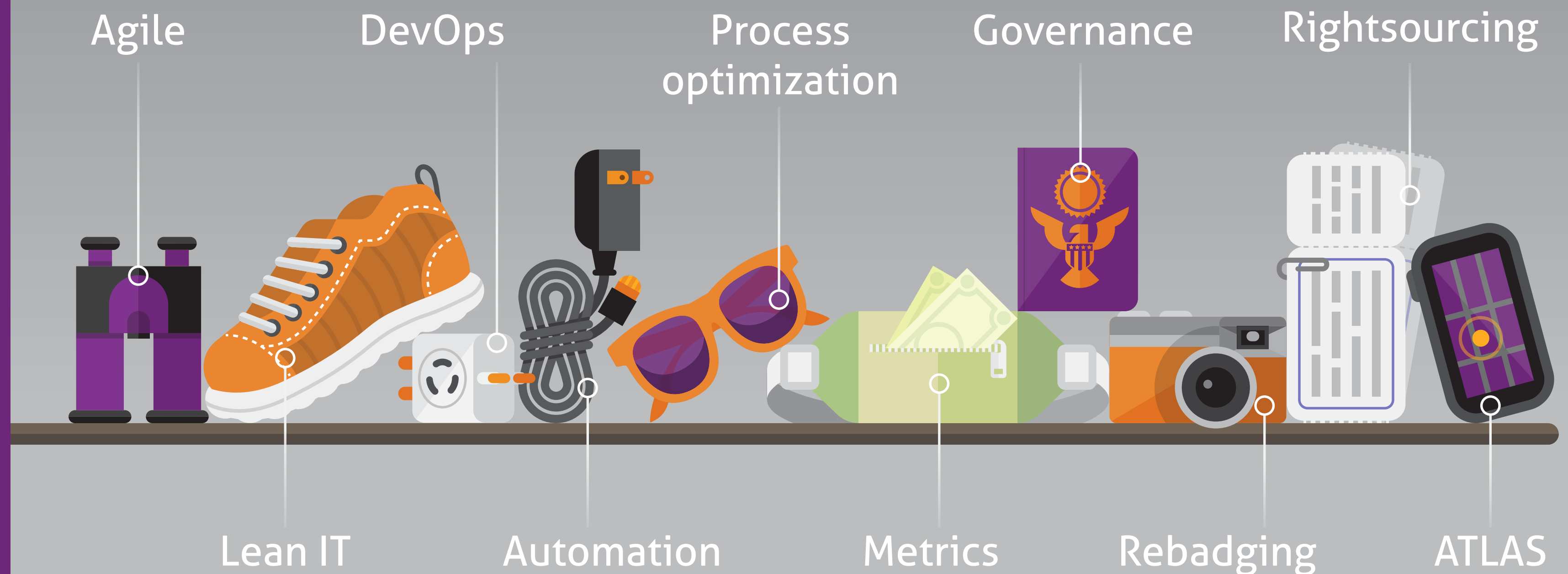
You've traveled far in a short time. You've dramatically reduced the cost of run-the-business operations and are routinely investing your savings in self-funded grow-the-business initiatives. With a trusted guide by your side, you will continue to innovate, enhance your business alignment and reduce your TCO.

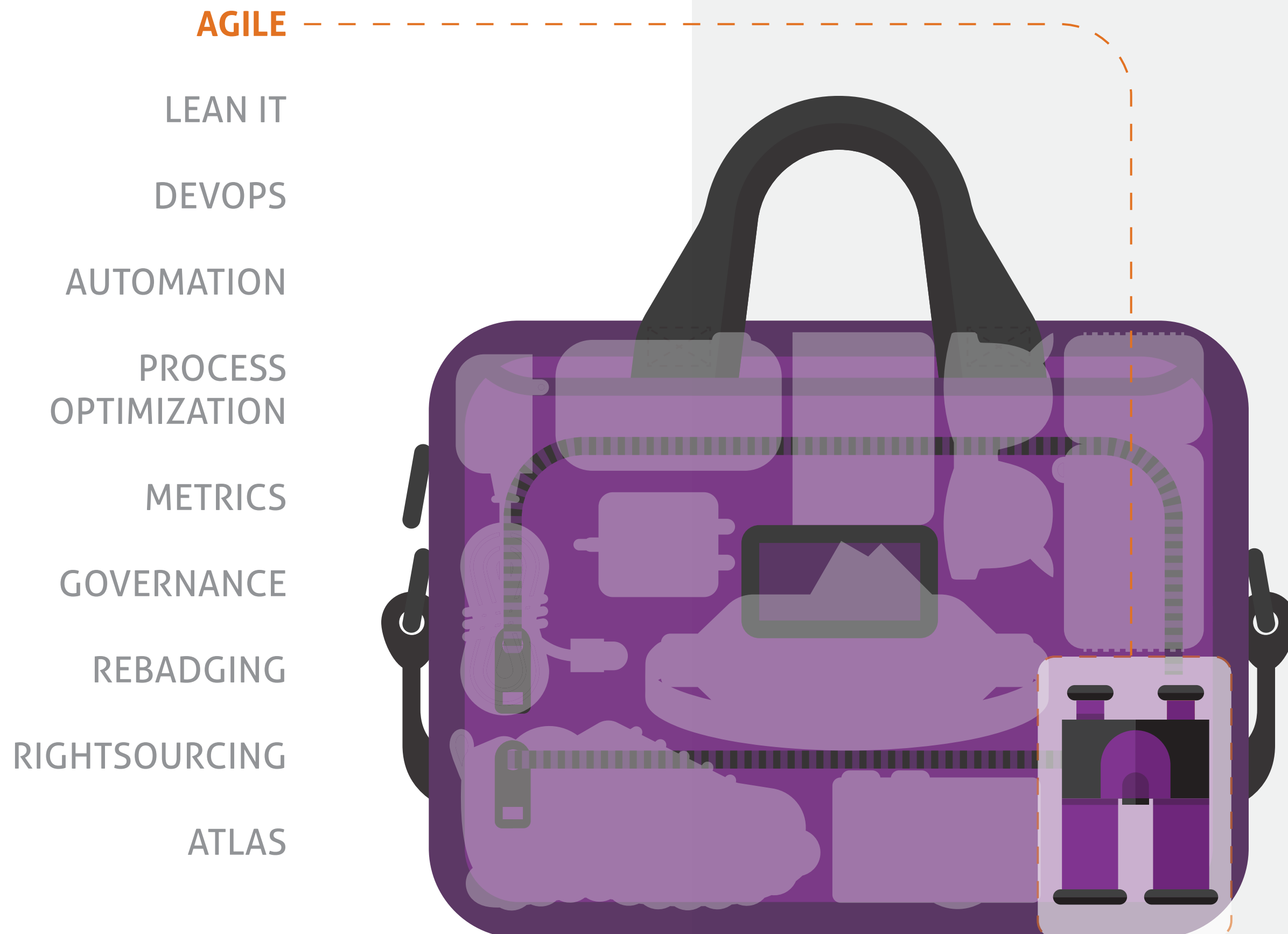
With your IT transformed, you're now a seasoned traveler and are ready for your next trip.

Section 6
Key components of an integrated Managed Services solution

THE 10 ESSENTIALS

When planning to travel, it's important to pack wisely and take only the essentials—the crucial items you need when venturing into new territories. This packing guide will ensure a successful journey.





AGILE

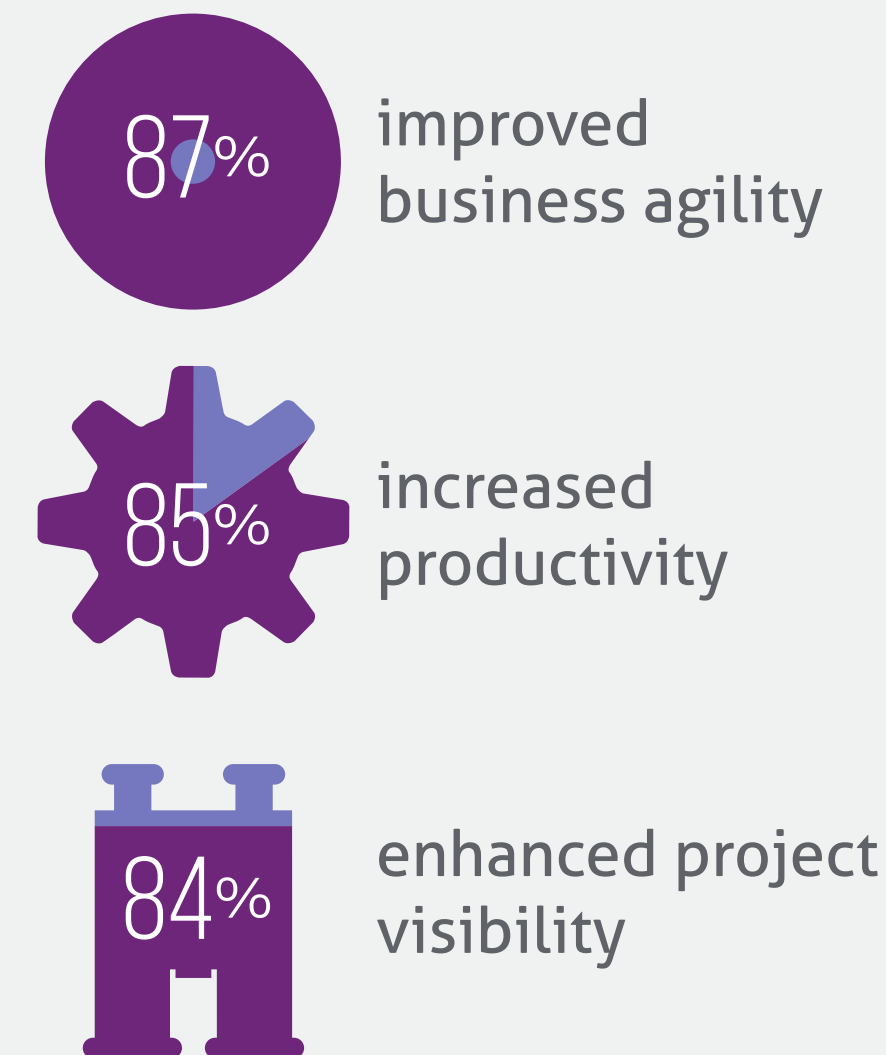
Agile is not just a set of practices that helps modern organizations become more transparent, flexible and collaborative. It is also a culture that allows IT to keep up with the accelerated pace of the digital world. By applying Agile processes such as daily stand-ups, two-week sprints and detailed project road maps, cross-functional teams can identify and remove obstacles quickly. This increased visibility helps teams deliver projects faster and with fewer errors.

Our Agile Center of Excellence supports Agile clients across North America and beyond. Mindtree Agile teams collaborate with remote teams through real-time video feeds. Each center hosts Agile experts, along with automated test engineers, dynamic architecture engineers, CD engineers, Agile analysts and UX designers—all providing unparalleled support to clients. Mindtree has completed more than 100 Agile projects to date.

Most people associate Agile with grow-the-business initiatives. However, Agile can have a huge impact on run-the-business Managed Services programs as well.

Learn more about Agile [here](#).

TOP 3 benefits for Agile businesses*



*Source: 10th annual "State of Agile Report," stateofagile.versionone.com

Transition management methodology

Just as every IT organization is unique, so is every transition plan. That's why we developed a reliable transition management methodology to help us map each client's journey based on their needs and goals.

Our transition methodology helps us understand your entire IT landscape, your culture and your long-range strategic targets. Then we create a transition plan tailored to align with your objectives and enable a smooth transition while you maintain business as usual. This plan addresses all regions of your IT landscape, including applications, infrastructure and processes. After that, we determine the optimum sequence of waves in which different segments will transition. These waves may be based on technology, business units, functional areas or other considerations.

Dedicated transition teams

We treat each transition phase as its own discrete project, whether it takes a few weeks or a year. We assign a Mindtree-certified transition manager to lead each project, along with a dedicated transition team. This team is responsible for applying the necessary tools and processes to ensure that knowledge from the client's experts is transferred successfully to Mindtree experts. In subsequent phases, these Mindtree experts become responsible for IT optimization and transformation.



Transition management tools

Mindtree uses **ATLAS TransIT**, our proprietary toolkit built especially for transition management. This suite includes transition tools, transition templates and knowledge transfer methodologies and techniques. During the transition phase, our team employs many of these tools, including knowledge maps, knowledge-acquisition scorecards (to quantify and track progress) and knowledge-acquisition process handbooks (to document application or infrastructure processes and technologies). ATLAS TransIT also includes reverse engineering tools that help us identify suitable tools for mitigating the risk of insufficient documentation. In conjunction with dashboards, these help track overall progress during the transition.

Transition governance

During each transition phase, we establish governance to oversee the progress of the entire team, including our Managed Services reps and the client's staff. The executive governance group reviews progress on a regular predetermined cadence. This team tracks performance metrics, removes blockers, escalates issues when necessary and works toward the successful delivery of work.

Rebadging for success

Rebadging is not part of every Managed Services engagement, but it is an important component of complex and business-critical engagements. For a

smooth transition on these projects, we help clients identify key experts, including full-time employees and independent contractors, and offer rebadging to these critical people so they can continue to support your IT organization.

Mindtree has an exceptional record of rebadging eligible employees and retaining them long after the transition is complete. This success comes from our close attention to offering the right culture fit, generous benefits and long-term opportunities for career advancement.

Section 8
Understanding Managed Services contracts

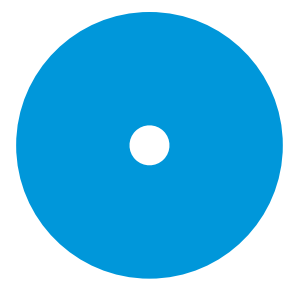


Managed Services contracts can be structured in different ways, depending on your goals. However, all Mindtree contracts share the same philosophy. Our services are laser-focused on processes, expertise and technology, with the goals of targeted TCO reduction, IT optimization and reliable outcomes. Our methodologies result in greater innovation, reduced costs and higher-quality output.

SLA-based contracts

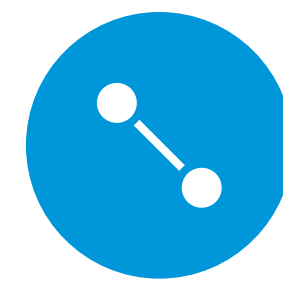
Project scope and responsibilities are agreed upon, and deliverables, CPIs, KPIs and baselines are defined up front. An approved baseline determines the contract price, and all other work is performed as change requests. When Managed Services providers manage third-party vendors, you need a separate operational-level agreement (OLA) that governs the multiparty relationships. OLAs ensure that activities performed by this support team are fully aligned with agreed-upon SLAs. While some providers refer to SLAs as outcome-based, “output-based” describes this type of contract more accurately. By nature, SLAs are output-based. But there is variation within that overarching framework.

There are four types of SLA-based contracts:



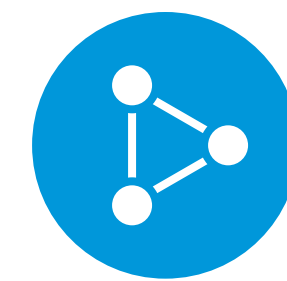
Customer-based

This is an agreement with an individual customer group, covering all the services it uses.



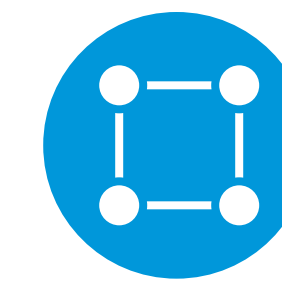
Service-based

This contract applies to all customers that use a specific service or set of services delivered by the provider.



Multilevel

The SLA is split into different levels, each addressing different sets of customers or groups in the organization that obtain the same services from the provider under the same SLA.



Performance-based/output-based

This type of contract is based on performance, availability, capacity, efficiency, reliability (dependability and life cycle management), maintainability, supportability and your TCO (including your direct and indirect costs).



Value-based contracts

This type of contract combines both qualitative and quantitative measurements. Providers commit to quantifiable values, and the cost for services is based on the value delivered. The key to a successful value-based contract is in defining clear value-to-cost ratios.

Contracts that guarantee year-over-year cost savings

We deliver year-over-year cost savings due to productivity improvements we bring to the contract. These improvements and cost reductions are the result of jumpstart frameworks, technology innovations, accelerators and optimized process methodologies. As your provider, we measure and report the value of these improvements so we can deliver year-over-year price reductions over the life of the contract.

Conclusion

Working with a Managed Services provider is a journey. You need an experienced, trustworthy provider that understands your organization. With the right partner, you can go the distance and achieve goals that were once out of reach—transforming your IT, reducing your TCO and self-funding essential grow-the-business initiatives and innovation.

Key takeaways:

- A custom road map helps you streamline processes, rightsource services and move to the cloud rapidly while achieving greater efficiencies and profitability.
- Approaches such as Agile, DevOps, Lean IT and automation can deliver continuous innovation across IT and speed your time to market.
- A flexible delivery model that blends onsite, onshore, near-shore and offshore resources helps facilitate a smooth transition and protect critical business operations.

Your guide is already waiting for you. Let's get started.

Welcome to possible

[Contact Mindtree today](#) to learn how we can help map your journey and take IT where you want to go.



Mindtree

Welcome to possible